



November 2009

To: State Health Benefits Program and School Employees' Health Benefits Program Members

Dear Member,

We are pleased to announce that, beginning January 1, 2010,* the State Health Benefits Program/School Employees' Health Benefits Program (SHBP/SEHBP) prescription drug benefit will be managed by **Medco, the world's most advanced pharmacy®**. Medco looks forward to putting its clinical experience and state-of-the-art technology to work for you.

With Medco, you'll have access to:

- **Convenient mail-order services through the Medco Pharmacy.** You'll be able to have up to a 90-day supply of long-term medication delivered directly to you for one mail-order copayment. Long-term medications are those taken to treat ongoing conditions, such as high blood pressure, high cholesterol, or diabetes.
- **A wide network of participating retail pharmacies.** You'll have access to nearly 60,000 retail pharmacies nationwide, including most major drugstores.
- **Helpful resources on Medco's Web site, www.medco.com,** plus having the ability to order mail-order refills, check order status, compare medication costs, request order forms and envelopes, and access useful health and benefit information.
- **Medco Member Services representatives, available 24 hours a day, 7 days a week** (except Thanksgiving and Christmas) to assist with questions about your benefit and orders.
- **Medco specialist pharmacists, who have expertise in the medications that treat a single condition, such as high blood pressure, asthma, diabetes, or cancer.** Specialist pharmacists can answer your questions about how your medications work with each other and how to make them work best for you. Since they know how your plan works, specialist pharmacists can also advise you on potentially reducing your medication costs.

In December, you'll receive a Welcome Package that explains your benefit and offers simple instructions on how to take full advantage of all the prescription services available to you. Your Medco prescription drug ID cards will also be included. Beginning January 1, 2010,* please be sure to present your prescription drug ID card to your pharmacist when filling prescriptions.

To refill remaining mail-order prescriptions through the Medco Pharmacy

If you have refills remaining with your current mail-order pharmacy, you do not need to get a new prescription in most cases. Before filling your next order, Medco will need to confirm that your prescription information has been transferred correctly. You should submit a refill when you still have a two-week supply of medication remaining. After January 1, 2010,* you can refill your prescription in one of three ways:

- Visit ***www.medco.com*** and activate your account by registering with your Medco member ID number and a current prescription number. Then, click “Order status.”
- Mail the transfer form, included in the Welcome Package that you will receive in December, along with your refill slip or label, to the Medco Pharmacy Order Center.
- Call Medco toll-free at 1-866-220-6512. You’ll need to have your prescription number handy when you call.

Please note that controlled substances and compound medications will not be transferred. If you take one of these medications, you must obtain a new prescription from your doctor. Your Welcome Package will contain instructions for submitting new prescriptions to the Medco Pharmacy.

If you have any questions regarding your new prescription drug benefit, please visit us online at ***www.medco.com/statenewjersey*** beginning December 1, 2009. Some of the implementation Web site features include being able to locate participating pharmacies and look up medications on a formulary. You may also call toll-free 1-866-220-6512 for answers to implementation questions.

Sincerely,



Barney Gallassio
Vice President of Member Services

P.S. When you receive your new prescription drug ID card, please place it in your wallet or purse. Beginning January 1, 2010,* show it to your pharmacist when you fill a prescription.

***January 2, 2010, for those members paid through the State’s Centralized Payroll Unit.**